

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

SECRETARY

JOB DESCRIPTION

Employees in this job coordinate office activities and perform secretarial assignments for professional or management staff in support of the on-going operations of the office. Secretarial assignments include such duties as office coordination, scheduling meetings, preparing and maintaining office records, reports, and correspondence pertaining to the professional(s)'s or management staff's area of responsibility.

There are three classifications in this job.

Position Code Title – Secretary-E

Secretary 7

This is the intermediate level. The employee performs a variety of secretarial and related duties in a developing capacity while gaining knowledge and experience in secretarial and office practices, and the requirements of the work area.

Secretary E8

This is the experienced level. The employee, with increased responsibility, performs a full range of secretarial and related duties using judgment in making decisions where alternatives are determined by policies, procedures, and practices.

Position Code Title – Secretary-A

Secretary 9

This is the advanced level. The employee performs advanced secretarial and management assistant assignments for the specific work area. At this level, the employee has increased responsibility in such areas as interpreting policies and procedures, interpreting the supervisor's point of view, serving as liaison to staff and higher level management, researching and preparing materials for managerial decisions, and participating in other management assistant activities.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

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Types letters, memoranda, reports, minutes of meetings, scientific or technical material, numerical data, charts and forms from verbal or written instructions, dictating records, shorthand notes or other materials.

Receives and screens visitors and telephone calls, takes messages, schedules appointments for the professional(s) or management staff and provides information to callers requiring knowledge of agency's operations, supervisor's point of view, and the interpretation and application of policies and procedures.

Schedules and arranges meetings and conferences for the professional(s) or management staff and notifies interested parties; makes travel reservations as needed.

Proofreads and corrects prepared materials for correct grammar, spelling, punctuation, letter format, completeness, and content.

Establishes and maintains office files, logs, indexes, control records, or other information concerning the work under the supervisor's control.

Operates standard office equipment such as computer software packages, calculators, copiers, facsimile machines, etc.

May input, retrieve, update, or delete information from computer database via personal computer.

May take and/or transcribe dictation or take minutes or recordings of meetings.

Sorts, opens, and distributes incoming mail to staff; associates incoming correspondence with files or related materials needed for meetings, correspondence, and reports.

Maintains confidentiality of documents and information received.

Composes routine letters, memoranda, and reports using knowledge of work area instructions and guidelines for appropriate signature.

Keeps informed of office details and advises supervisor of problems.

Assist in the preparation of budgets and financial reports; prepares timekeeping and other personnel records.

Determines needs and orders office supplies, equipment, repair and maintenance services through agency channels.

Performs related work appropriate to the classification as assigned.

Additional Job Duties

Secretary 9

Composes, letter formats, and edits correspondence related to issues of the work area.

Reviews and locates pertinent information from the files, documents, newspapers, and other sources, reads information and prepares a summary of content for professional(s) or management staff.

Serves as liaison between supervisor and staff by transmitting information, explaining appropriate work instructions, and following up on assignments.

Makes scheduling commitments for professional(s) or management staff for meetings, conferences and speeches and assembles related necessary materials.

Reads incoming correspondence and reports, screening those items that can be handled personally and forwarding the rest to supervisor and staff.

Updates supervisor on status of issues before scheduled meetings.

Attends meetings in place of supervisor to represent the supervisor's point of view; report on proceedings.

Prepares and edits routine correspondence and reports with some latitude as to content.

Prepares minutes of meetings from notes and/or recordings.

Assists in the study of office operations and services and gives input recommendations for improving efficiency and economy of operations; makes recommendations regarding the purchase of office equipment.

Assists in creating and revising forms, proposes procedures, formats, and standards for office correspondence.

Reviews and evaluates applications, petitions, contracts, or other documents to determine if prescribed requirements are met for acceptance or approval.

May oversee the work of office support staff in the unit.

Gathers data for surveys or performs research on special subjects or projects.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of office practices, procedures, computer software programs.

Knowledge of correct English usage, spelling, and punctuation.

Knowledge of the organization and composition of business letters, minutes, reports, charts, and spreadsheets.

Knowledge of the techniques of receiving callers, making appointments, giving information and explaining instructions and guidelines.

Knowledge of the application of instructions and guidelines to specific problems.

Skill in typing from clear copy at a rate of 40 net words per minute.

Ability to follow complex instructions.

Ability to communicate effectively.

Ability to compose routine correspondence and reports.

Ability to type and/or take dictation as needed.

Ability to select and apply standard references such as dictionaries, style manuals, templates, and procedures manuals.

Ability to use diplomacy and discretion in giving out information and in referring and directing callers and visitors.

Ability to perform mathematical calculations.

Ability to interpret instructions and guidelines to make decisions and takes necessary actions.

Ability to explain instructions and guidelines to others effectively.

Ability to determine work priorities.

Ability to work under stressful conditions.

Ability to coordinate work of the unit.

Additional Knowledge, Skills, and Abilities

Secretary 9

Considerable knowledge of the supervisor's point of view and priorities.

Some knowledge of organization, work flow, staffing, forms, and procedures.

Some knowledge of the use and make up of forms.

Ability to abstract and present significant facts from data.

Ability to interpret and apply complex rules, regulations, policies, and procedures.

Ability to analyze and assess services and operations for quality, efficiency, and effectiveness and to make recommendations for improvements.

Working Conditions

None.

Physical Requirements

None.

Education

Educational level typically acquired through completion of high school.

Experience

Secretary 7

Two years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work, including one year equivalent to 6 level administrative support experience.

Secretary E8

Three years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work, including one year equivalent to experienced level administrative support work or equivalent to a Secretary 7 or Legal Secretary 7.

Secretary 9

Four years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is

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an essential part of the work, including two years equivalent to experienced E7 level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7.

OR

Four years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update transactions is an essential part of the work, including one year equivalent to advanced 8 level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.

Alternate Education and Experience

Possession of a current certification as a Certified Professional Secretary (CPS) may be substituted for one (1) year of Secretary E8 experience.

Special Requirements, Licenses, and Certifications

Some positions may require stenographic skills.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>	
SECRETARY	Secretary	
<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Secretary-E	SECRTYE	W41-006
Secretary-E	SECRTYE	NERE-002
Secretary-A	SECRTYA	W41-011
Secretary-A	SECRTYA	NERE-042